

# 2021-22 Q1 Performance Report



The report includes our performance from April to June 2021 and covers KPIs for each of the five themes within the Council Plan. In addition, indicators from the Renewal and Recovery strategy have been included within the relevant areas of focus.

A review has been undertaken with areas across the business and thanks should be given to those who have taken part in the review in addition to their existing workloads.

Existing measures have been updated and as mentioned above, recovery and renewal objectives have been included. Other changes include the implementation of a quality sheet for each measure which includes information about the source of the data, how it is calculated and validated and supporting narrative to the current performance in addition to the sign off cycle for each.

Demand for our services remain high, and our teams are continuing to support our communities and businesses as restrictions ease.

The Digital Team is continuing to support our changed ways of working with new systems and ways of working becoming embedded to assist with our changed workplace.

The report shows that whilst some areas are not achieving targets, they are progressing against ever increasing volumes. Supporting narrative provided within the report is from the relevant KPI owner/Lead Officer and explains the background and improvement plans in place.

Overall, 10 KPIs are below target, 22 KPIs are either on or above target, with 4 non-returns. For direction of travel, 9 were below target, 23 are on or above target this quarter, again there were 4 non-returns. These are new measures within the Economy and

Healthy, self-reliant communities' areas of focus and in part involve partner data which has not been received in time for this report.

***For Protecting Core Services*** - the overall status against target is Amber with direction of travel also Amber.

***For Economy*** - the overall status against target is Amber with direction of travel Green.

***For Environment*** - status against target is Green with direction of travel also Green.

***For Places Where We Live*** - status against target is Amber as is direction of travel.

***For Healthy Self- Reliant Communities*** - due to the implementation of the new leisure contract and the enormous amount of support our Locality Team continue to provide for residents in terms of Covid and flooding response there has been no data available this quarter.

We continue to monitor performance closely and act as appropriate.